



Request for Proposal SMS Service for Mobile Application

Employees' Old-Age Benefits Institution (EOBI) is an autonomous organization working under the Human Resource Division of the Ministry of Overseas Pakistanis and Human Resources, **Government of Pakistan**. EOBI intends to launch its mobile application and therefore requires SMS services for its mobile application users.

EOBI invites bids from firms who are capable and have necessary capability, experience, and expertise to provide the SMS services adhering to EOBI requirements within the timelines in an efficient manner and as per details listed out in this document. Bidding will be conducted under **Public Procurement Rules 2004, Open Competitive Bidding, Rule 36(b), Single Stage Two envelope procedure**, and is open to all bidders who meet the following eligibility/qualification criteria, for a period of three years extendable for another two years, subject to mutual consent of both parties:

- i. The Bidder is a registered firm under the Companies Act 2017 as well as registered with Federal and Provincial Tax Authorities. The company should be operating in Pakistan for at least three fiscal years. **(Proof required)**.
- ii. Registered with PTA as a Content Based Service provider/telemarketer **(Proof of registration/license required)**.
- iii. The bidder should have provided SMS service (branded as well as short code) to at least one public sector firm in the last three fiscal years **(Performance certificates/citations confirming the same must be enclosed)**
- iv. The bidder should have provided SMS service (branded as well as short code) to at least 2 organizations (other than public sector) of repute over the last three fiscal years. **(Performance certificates/citations confirming the same must be enclosed)**
- v. The bidder should have an annual income of Rs. 5 million during the last five fiscal years. **(Audited accounts showing the income must be enclosed)**
- vi. The Bidder is not in litigation with EOBI or with any other company or Undertaking of Federal and/or Provincial Governments and has not made any false representation in the forms, statements and attachments submitted to EOBI and has not been blacklisted by any Government or its organizations. **(Affidavit required)**.

AVAILABILITY OF BID DOCUMENTS:

Bid documents shall be available from the date of publication of RFP in the newspapers and on websites of PPRA and EOBI from the below mentioned address on production of Rs. 2000 Pay Order (non-refundable) drawn on any commercial bank in Karachi and made in the name of EMPLOYEES' OLD-AGE BENEFITS INSTITUTION, HEAD OFFICE, KARACHI..

BID OPENING, VALIDITY, & BID SECURITY:

Opening of technical is set for **22.06.2023** at 11:30 am in the Board Room of EOBI Head Office, at 8th floor. Representatives of bidders may attend the bid opening. All bids submitted must have a validity of at least 180 days. Validity shall be counted from the date of opening of Financial Bid. All bids are to be accompanied with a "BID SECURITY" pay order equal to 2% of total bid value. BID SECURITY shall be placed in a separate envelope labelled accordingly with the technical proposal.

BID REJECTION:

Incomplete, conditional, and/or bids without Bid Security shall be instantly rejected. Bids without proof of eligibility conditions stated above shall also be rejected.

PRE BID MEETING & CONTACT FOR TECHNICAL INFO:

A pre bid meeting is scheduled for **12.06.2023**, at 11:30 AM in the Board Room of EOBI Head Office, at 8th floor. Interested bidders may attend the meeting to seek clarifications, if any. For technical information, please contact Mr. Haris Bin Maqsood Director (IT) in IT Department Head Office or through email at director.support@eobi.gov.pk. For administrative queries about the procurement process, please contact Mr. Hamid Ali Khan, Director (GAD) or through email at director.gad@eobi.gov.pk or at the following address.

Director (General Administration Department)
EOBI Head Office, 190/B/1, PECHS Block # 2,
Near Blue Ribbon Bakery, Off Shara-e-Faisal, Karachi, Tel Nos: 012-99225397

HAMID ALI KHAN

Director

Employees Old Age Benefits Institutions
Ministry of Human Resource Development
Government of Pakistan
Head Officer, Karachi.